Social Monitoring Report

PUBLIC

Semi-annual External Monitoring Resettlement Action Plan
July 2023 – December 2023
November 2025

Philippines: South Commuter Railway Project – Tranche 1

Prepared by the Department of Transportation (DOTr) for the Government of the Republic of the Philippines and the Asian Development Bank (ADB).

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North-South Commuter Railway Extension (NSCR-EX) Project

External Monitoring Resettlement Action Plan (SC)

SEMI-ANNUAL REPORT 2nd HALF 2023

DEPARTMENT OF TRANSPORTATION (DOTr)

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External Monitoring Report
For the period July – December 2023

Project No.

South Commuter Rail Project (SCRP)

Prepared by the Department of Transportation for the Asian Development Bank.

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1 Introduction/Overview

This semi-annual External Monitoring Report presents the findings of the External Monitoring Agent (EMA) in its tasks of monitoring the implementation of the Resettlement Action Plan (RAP) for the South Commuter Railway Project (SCRP) covering the second half of 2023 (July to December 2023). As agreed with the DOTR, separate EMA reports will be prepared for the MCRP and SCRP starting on the 2nd half of 2022. It should be noted that the previous external monitoring for the SCRP has been integrated in the previous EMA reports. This report includes the issues that surfaced during RAP implementation and the resolutions/mitigating measures undertaken by the DOTr as the implementing agency to address such issues and concerns.

2 Project Background

The Government of the Philippines ("GOP") has requested the Japan International Cooperation Agency ("JICA") and the Asian Development Bank ("ADB") for financing assistance in the development and implementation of the North–South Commuter Railway (NSCR) project, a 163-km suburban railway network stretching from New Clark City in Tarlac province in the north to Calamba in Laguna province in the south of Manila. The completion of the project is expected to contribute to the sustainable development of the National Capital Region (NCR) and fast-growing urban areas in Regions 3 and 4-A while also improving its connectivity to international airports.

The Project is divided into two (2) phases - the NSCR Clark Extension (also known as the Malolos-Clark Railway Project, MCRP) and NSCR Calamba Extension (also known as the South Commuter Railway Project, SCRP). The project seeks to address the increasing demand for mass transportation not only in Metro Manila but also in neighboring provinces and cities/municipalities in Region 3 Central Luzon and Region 4-A CALABARZON. This will serve to address, in part, the traffic congestion and environmental concerns in the served areas. Further, the project will support economic activities in the said regions. A summary of the proposed project is shown below:

The south extension of the Project, the NSCR- Calamba Extension (also known as the South Commuter Railway Project or SCRP) on the other hand, will cover the 55.6 km section starting from Jose-Abad Santos Avenue to Calamba station up to the depot located in Barangay Banlic in Calamba City. There is a 1.3 km spur line from the main railway to the depot located in Barangay Banlic in Calamba. This depot has a distance of about 1.7 km east of the Banlic Station.

The implementation of the Project will entail involuntary resettlement impacts such as physical and economic displacement either severe or marginal and/or permanent and temporary as identified during the Feasibility Study and Environmental Impact Assessment phase of the project. To address potential project impacts, a social safeguard document such as the Resettlement Action Plan (RAP) was prepared (or being prepared for other segments of the project) containing policies and guidelines, action plan with budget and outlining resettlement objectives and strategies, compensation and entitlements, institutional linkages, and monitoring and evaluation to ensure that the standard of living of the Project Affected Persons (PAPs) are improved or at least restored to pre-project levels. Since the RAP is a requirement of international financing institutions to ensure project compliance on social safeguard policies, an External Monitoring Agent is engaged to assess and evaluate the implementation of the Resettlement Action Plan.

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3 Scope/Coverage of the EMA Work

Generally, the key activities to be undertaken by the EMA on the RAP implementation will involve verification of the results of the internal monitoring of the DOTr and assess the adequacy of the process; assess the extent to which consultation and disclosure activities are inclusive, accessible and effective; verify the compensation and assistance; assess the appropriateness and effectiveness of the LRIP; review the effectiveness of the GRM; assess the adequacy of resettlement implementation, especially resettlement housing; among others.

Specifically, the TOR for the EMA for monitoring RAP implementation includes the following:

(i) Verify results of internal monitoring undertaken by the DOTR and assess adequacy of the process including replacement cost study and suggest any improvement measures as required.

(ii) Assess the extent to which consultation and disclosure activities are inclusive, accessible, and effective in conveying key information from RAP as well as providing conditions for PAPs to contribute to decision-making which affects them such as resettlement and livelihood restoration.

(iii) Verify that compensation and assistance have been provided in accordance with the requirements of the RAP through sample checking and consultation with stakeholders including PAPs.

(iv) Verify whether the implementing agency has explained restrictions pertaining to easement agreements including the right of refusal and that the PAPs are able to exercise allowable usage of the land subject to the easement agreement.

(v) Assess whether resettlement objectives are achieved, specifically, whether livelihood and living standards have been restored or enhanced.

(vi) Assess adequacy of resettlement implementation particularly resettlement housing.

(vii) Assess appropriateness and effectiveness of the Livelihood Restoration and Improvement Program (LRIP), accessibility of eligible PAPs to LRIP activities, and the program's effectiveness in restoring incomes and livelihoods at the household level.

(viii) Ascertain whether the social safeguards document or plan entitlements were appropriate to meet the objectives, and whether the objectives were suited to PAP conditions.

(ix) Suggest modification in the implementation procedures of the social safeguards' document or plan, if necessary, to the principles and objectives of the RAPs and resettlement frameworks.

(x) Review the method of calculation of compensation rates and assess whether it adequately meets the replacement cost and follows the policies and entitlement set out in the RAP.

(xi) Review the effectiveness of the Grievance Redress Mechanism (GRM), its accessibility and its responsiveness to resolving complaints.

(xii) Review of the implementation arrangements of the RAP and LRIP as part of the RAP.

(xiii) Recommend actions that will enable achievement of the RAP objectives and resolve problems through the corrective action plan.

(xiv) Prepare and submit to DOTr, JICA, and ADB the periodic External Monitoring Report (EMR) for review and disclosure in the JICA and ADB project websites; and

(xv) Temporary impacts due to construction will be monitored and reported as part of monitoring the Environmental Management Plan (EMP) and reflected in the required EMA monitoring reports.

In addition to the SCRP project alignment, areas of interest for the project are the resettlement sites for the affected households. Figure 1 presents the project alignment and Figure 2 shows the proposed resettlement sites for the SCRP.

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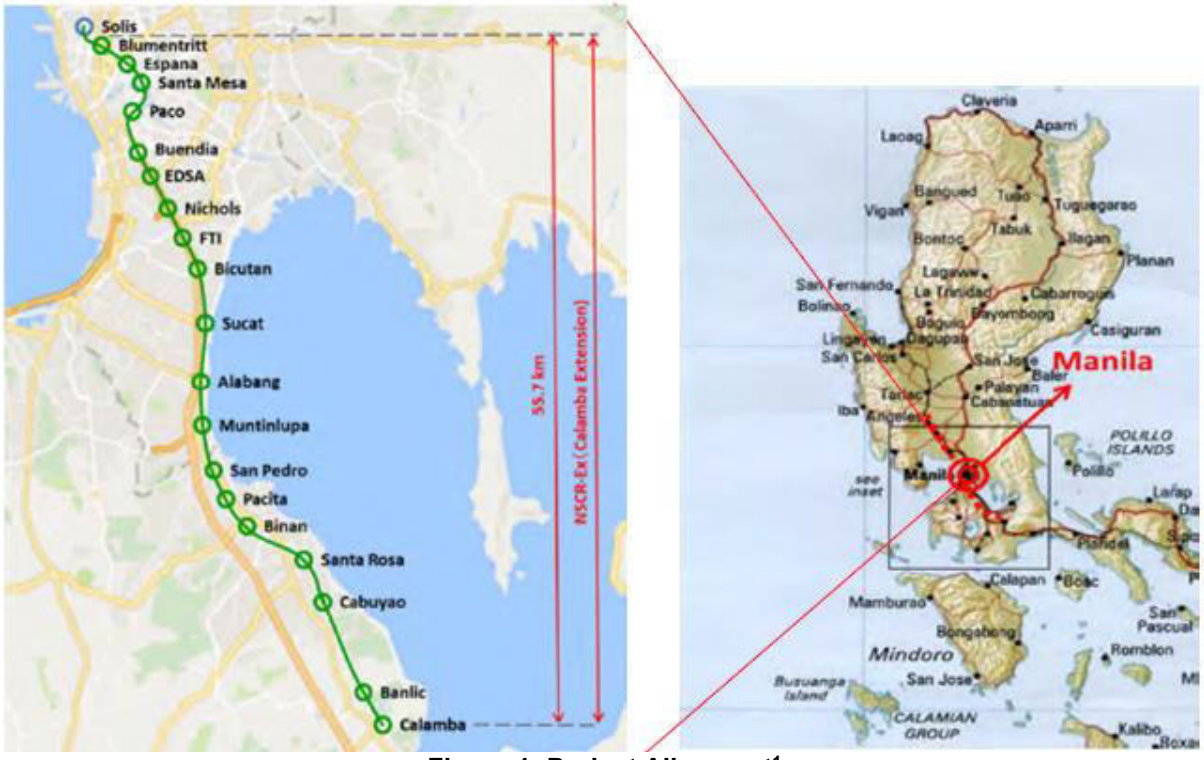

Figure 1: Project Alignment[1]

Location Map of Osorio Property in Trece Martires, Cavite of Osorio Property in Trece Martires, Cavite

Figure 2: Proposed Relocation Sites for the Blumentritt-Paco Section (MNL Phase 2)[2]

[1] Source: Resettlement Plan South Commuter Railway Project Tranche 1 Manila 2 (Blumentritt-Paco Section) January 2023
[2] Source: Resettlement Plan South Commuter Railway Project Tranche 1 Manila 2 (Blumentritt-Paco Section) January 2023

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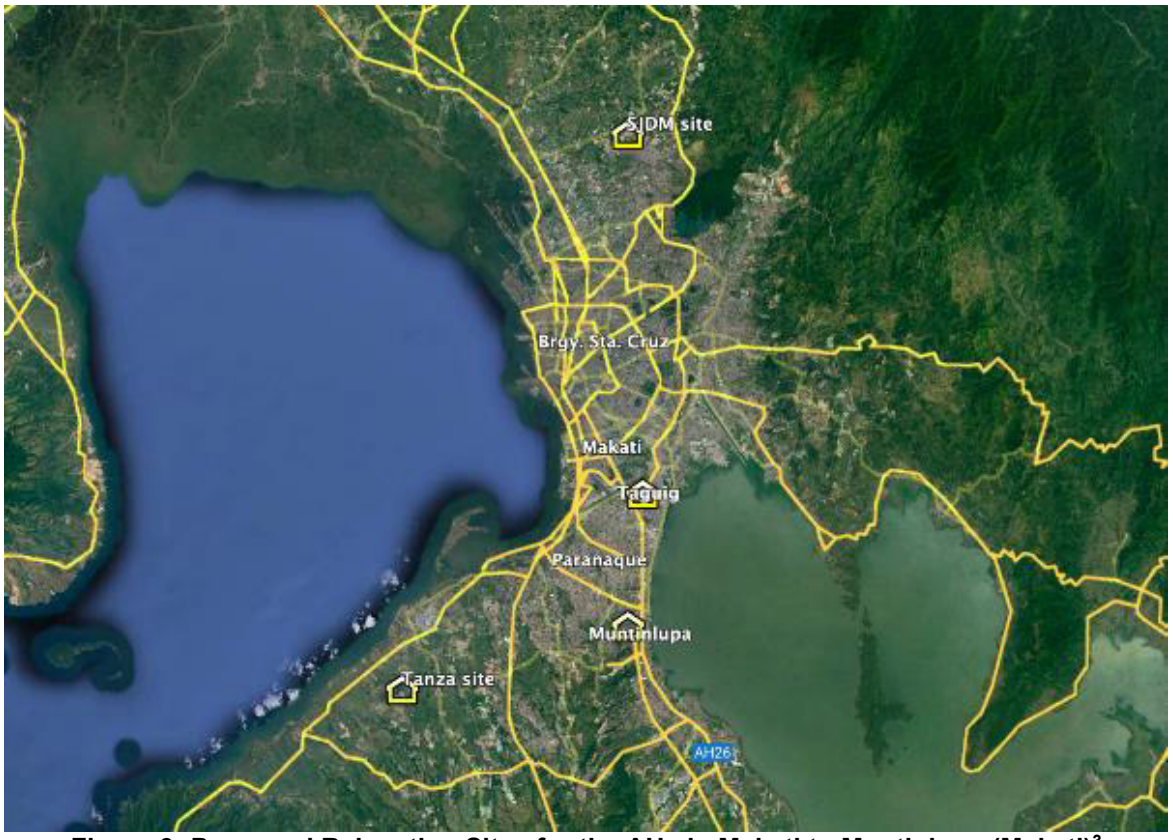

Figure 3: Proposed Relocation Sites for the AHs in Makati to Muntinlupa (Makati)[3]

Figure 4: Location of Osorio Compound, Sitio De Asis St., Brgy. San Martin[4]

[3]Source: Resettlement Plan South Commuter Railway Project Tranche 1 Manila 2 (Blumentritt-Paco Section) January 2023
[4]Source: Resettlement Plan South Commuter Railway Project Tranche 1 Manila 2 (Blumentritt-Paco Section) January 2023

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4 Methodology

For this monitoring period, activities of the LTI EMA Team included the following:

(i) review of documents and related literature,

(ii) preparation of the framework for evaluation and instruments to be used,

(iii) coordination with DOTr for the tasks to be undertaken and what they have accomplished relative to RAP implementation during this period.

The EMA team used as references the documents provided by the DOTr with regards to the progress of the RAP Implementation.

5 External Monitoring Findings

5.1 Resettlement Monitoring

For this monitoring period, pending actual relocation of APs, the report will focus on the activities undertaken by the IA in the implementation of the Resettlement/Relocation component of the RAPs. Future monitoring will focus on the conditions of APs as resettlement activities progress. For future EMA monitoring, approximately 10% of the relocated APs will be included in the field survey and interviews for validation.

5.1.1 Status of DED RAP

As of this reporting, the DED RAPs have been granted conditional approval with on-going submission of preparation and/or review of Due Diligence Reports.

Table 5-1: Status of DED RAPs

Contract Package	Area Coverage	APs	Approval
S-02	Manila Phase 2 (Blumentritt to Paco)	Landowners and non-landowners	Conditional Approval
S-03	Makati to Buli, Muntinlupa	Landowners and non-landowners	Conditional Approval
S-03b	Senate-FTI Tunnel Section	Landowners	Conditional Approval
S-04 to S-07	Muntinlupa Area 1 to Calamba	Landowners	Conditional Approval
		Non-Landowners	Conditional Approval

5.1.2 Status of Institutional Arrangement

For this period, activities were focused on the reintroduction of the signing process for the Memorandum of Agreement (MOA) for the creation of RAP Implementation Management Committees (RIMC) in each LGUs in view of the changes in LGU leadership. To date, RIMC creation for the LGUs n NCR is ongoing while RMC MOA singing for the LGUs has been completed except for Cabuyao. LIAC creation for all LGUs has been completed.

5.1.3 Status of Social Preparation

The validation of the master list has been completed for all LGUs except Manila. The pre-qualification process for the validated HHs is currently on-going for all LGUs. Beneficiary Selection Arbitration and Awards Committee validation is also on-going for all LGUs. In terms of the production of the final master list, the process is ongoing for all LGUs except Makati where the production of the master list is still not yet started.

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5.1.4 Relocation/Resettlement Progress

The table below provides a summary of the AHs for relocation and their current status. As of this reporting, no households have been relocated pending validation activities and preparation of relocation sites. This will be used as baseline and reference for the succeeding monitoring activities.

Table 5-2: Progress of Actual Relocation

LGU	TOTAL # AHs			NUMBER OF AHs DISPLACED																			
				SELF-RELOCATION				TEMPORARY ACCOMMODATION (RENTAL SUBSIDY)				PERMANENT HOUSING (SOCIALIZED)				PERMANENT HOUSING (ECONOMIC)				PUBLIC RENTAL FACILITY			
	TOTAL	MALE HEADED	FEMALE HEADED	TOTAL	MALE HEADED	FEMALE HEADED	PROGRESS (%)	TOTAL	MALE HEADED	FEMALE HEADED	PROGRESS (%)	TOTAL	MALE HEADED	FEMALE HEADED	PROGRESS (%)	TOTAL	MALE HEADED	FEMALE HEADED	PROGRESS (%)	TOTAL	MALE HEADED	FEMALE HEADED	PROGRESS (%)
Manila 2	3,182	2,106	1,076																	-	-	-	-
Makati	552	315	235																	-	-	-	-
Taguig	1,812	1,069	742																	-	-	-	-
Parañaque	137	80	57																	-	-	-	-
Muntinlupa	2,649	1,876	773																	-	-	-	-
San Pedro	618	453	165																	-	-	-	-
Biñan	2,313	1,557	756																	-	-	-	-
Sta. Rosa	663	467	196																				
Cabuyao	268	184	84																				
Calamba	2,191	1,467	724																				
Banlic (Calamba)	296	217	79																				
TOTAL	14,681	9,791	4,887	0	0	0	0%	0	0	0	0%	0	0	0	0	0	0	0	0%	0	0	0	0%

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5.1.5 Relocation/Resettlement Monitoring Indicators

In addition to the above, the resettlement monitoring indicators below will be included in future monitoring activities once relocation has been undertaken.

Table 5-3: Resettlement Monitoring Indicators

Monitoring Indicators	Basis for Indicators	Input and Output Indicators	Method for Data Collection
Effectiveness of Resettlement Planning	• Were the APs and their assets correctly enumerated? • Were the time frame and budget sufficient to meet objectives? • Were vulnerable groups identified and assisted? • How did resettlement implementers deal with unforeseen problems?	* The difference / delay of resettlement activities compared to the original time frame. * The difference of cost of resettlement activities per APs compared to the original budget.	Review of Internal Monitoring Report/ Compliance Monitoring Review of Entitlement Matrix and Actual Compensation Paid Interviews with relocated APs

5.2 Benefits and Entitlement Monitoring

5.2.1 Introduction

In this project, the land acquisition and resettlement policies, especially the benefits and entitlements, are compliant with Philippine laws, rules and regulations, as well as internationally accepted standards set forth in the ADB's Safeguard Policy Statement (2009) and JICA Guidelines for Environmental and Social Considerations (2010), of which the latter conforms with and adopts the World Bank's Safeguard Policies.

This report evaluates the accomplishments on the Benefits and Delivery of Entitlements as contained in the Social Monitoring Reports (SMR) and Quarterly Monitoring Reports .

5.2.2 Objectives

The objectives of monitoring the Benefits and the Delivery of Entitlements monitoring are as follows:

1. Monitor the benefits through.
    a. changes that have occurred in patterns of occupation, production and resources use compared to the pre-project situation.
    b. changes that have occurred in income and expenditure patterns compared to pre-project situation.
    c. Changes in the cost of living compared to pre project situation.
    d. Changes in key social and cultural parameters relative to Monitoring Indicators Basis for Indicators/Checklist in living standards
    e. Changes that have occurred in vulnerable groups.
2. Monitor the delivery of RAP entitlements through.
    a. verifying the internal monitoring information
    b. review and assessment of the effectiveness and sustainability of entitlements
    c. assessment of whether rehabilitation measures and entitlements are sufficient and compliant with the policies and entitlements set out in the RAP.
    d. social safeguards document or plan entitlements –whether these were appropriate to meet the objectives, and whether the objectives were suited to AP conditions.
    e. identification of problems or potential problems
    f. identification of methods of responding timely to mitigate and resolve problems.

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5.2.3 Methodology

In consideration of the fact that the DED RAP for the SCRP has been approved only last January 2023, this section will highlight the methodology, baseline conditions and monitoring indicators that will be utilized in the succeeding monitoring periods.

5.2.3.1 Primary Data Collection

The following instruments were prepared to gather primary data from the PAPs:

- Key Informant Interview (KII) Guide for the Case Study
- Benefits and Entitlement Monitoring Survey questionnaire for the APs

Key Informant Interview (KII)

The KII Guide is intended for the Case Study of one relocatee or AP per relocation site. Aside from the personal information (name, gender, age, former address and occupation prior to relocation, current address and occupation, mobile number), their accounts on the strengths, weaknesses, opportunities, and threats (SWOT) of the project were asked in the KII. Key questions were:

- What are the strengths or advantages of being relocated? Explain with your experiences.
- What do you consider as weaknesses or disadvantages of being relocated? Explain with your experiences.
- What opportunities did you see in being relocated that you did not experience before? Explain with examples.
- What are the possible threats do you foresee to your being relocated? Cite examples.

Benefits Monitoring Survey of the Relocatees or APs

The benefits monitoring survey questionnaire for relocatees or APs includes questions on:

- Personal information (name, gender, age, current address and occupation, mobile number),
- Changes in income and production patterns (occupation, sources of family income and monthly family income from –major and other sources, total monthly family income prior to and during relocation)
- Family expenditures (monthly) prior to and during relocation
- Social and cultural activities prior to and during relocation
- Benefits from the NSCR-EX Project

In addition, the indicators that will be used in monitoring the delivery of entitlements are shown in **Table 5-4** and **Table 5-5**

Table 5-4: RAP Monitoring Indicators for Delivery of Entitlements

Delivery of Entitlements	Indicator
	• Entitlements provided considering the scale and category of losses set out in the entitlement matrix • Status of disbursement considering the planned schedule • Identification of PAPs losing land temporarily, for example, through soil disposal and the setup of borrow pits and contractors` camps • Timely disbursement of the agreed transport costs, relocation costs, and any resettlement allowances as well as timely provision of income substitution support considering the planned schedule • Provision of replacement land plots • Quality of new plots and issuance of entitlements such as land titles, resettlement contracts, and other agreements • Restoration of social infrastructure and services • Progress on income and livelihood restoration activities

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	implemented as set out in the income restoration plan, for example, the status of replacement land utilization, commencement of production, the number of trained PAPs who land jobs disbursed microcredit loan amounts, and the number of assisted income-generating activities

Table 5-5: Basis/Checklist for Monitoring Indicators for Delivery of Entitlements

Delivery of Entitlements	Basis for Indicators/Checklist for the EMA
	• Entitlements disbursed, compared with number and category of losses set out in the entitlement matrix. • Disbursements against timelines. • Identification of the displaced persons losing land temporarily, e.g., through topsoil disposal, borrow pits, contractors' camps, been included. • Timely disbursements of the agreed transport costs, relocation costs, income substitution support, and any resettlement allowances, according to schedule. • Quality of new plots and issue of land titles. • Restoration of social infrastructure and services. • Progress on income and livelihood restoration activities being implemented as defined out in the income restoration plan, for example, utilizing replacement land, the commencement of production, the number of displaced persons trained in employment with jobs, microcredit disbursed, number of income-generating activities assisted. • Affected businesses receiving entitlements, including transfer and payments for net losses resulting from lost business.

5.2.3.2 Secondary Data Collection

Secondary data came mainly from the Social Monitoring Reports (SMR) of the NSCR-EX Project Management Office (PMO)-Department of Transportation:

- Social Monitoring Report
- Updated Resettlement Action Plan (RAP) (2023)

5.2.4 Compliance Monitoring on the Delivery of Entitlements in SCRP

For this component, the IA has undertaken the following activities for this monitoring period:

- For this reporting, activities have been limited to the drafting, serving and delivering of Notice of Taking, preparation of Request for Donation and Offer to Buy. Around 76% of the NoTs have been served to the Aps.
- The Customer Information Sheet (CIS) data gathering for LBP account opening for all affected HHs is ongoing.
- Of the affected lots, two has been compensated in Makati, three in San Pedro, and 15 in Banlic (Calamba) for a total of 20 lots out of the 2,055 affected.
- On-going coordination with the GFI for the reappraisal of some affected properties (fence, water tanks and some pending lots).

5.3 Livelihood and Income Restoration Monitoring

5.3.1 Overview, Objectives and Methodology

This section provides an update on the external monitoring report on the Livelihood Restoration and Improvement Program (LRIP) of the South Commuter Rail Project for the period July-December 2023.

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With reference to the Updated RAPs of the SCRP the objective of the LRIP is to assist PAPs whose livelihoods are adversely affected by the project, to restore their income generating capacity to at least pre-project level. To achieve such, the approaches are (i) restoration of current livelihood, and (ii) introduction of alternative livelihood.

One of the roles of the EMA is to verify and validate the results of the internal monitoring report by applying several methods or means of verification to establish the findings. This report focuses on the status, compliance, and accomplishments vis-à-vis achievement of the LRIP objectives, and recommends appropriate measures needed to achieve the purpose of the LRIP.

Overall, the Semi-Annual Monitoring Report[5] ascertains the findings on the extent of the LRIP implementation which are taken from the following activities and sources of information:

- Reviewing the results of the Social Monitoring
- Interviewing Key informants and other stakeholders
- Administration of a household survey

5.3.2 Baseline Information of PAPs

The baseline information of PAPs is provided in the Updated RAPs (2023), Social Monitoring Reports and Quarterly Monitoring Reports as prepared/approved

Table 5-6: Categories/Types of Affected Livelihood (SCRP)

Type of Affected	Manila 2	Makati Buli	Tunnel Section	Muntinlupa-Calamba LO	Muntinlupa-Calamba NLO
Affected standalone micro- and home- based business	513	682	8	772	1,313
Affected standalone small business	29		312	617	
Employees losing employment from affected business	270	1,567		2,329	84
Wage-based income earners who opt to discontinue employment and look for jobs near relocation site	4286	20			
Unemployed person of Working Age and in Low-Income HH			337		
Vulnerable APs	1,380	1,383	9	778	2,988

5.3.2.1 Livelihood Restoration Measures

There are various types of LRP assistance to ensure PAPs livelihood is restored to former or better. These are identified in Table 4-10 below.

Table 5-7: Types of LRP Assistance

Types of LRP Assistance	Description	LRIP Assistance provided	Beneficiary
Financial	• Effective	Not yet started	

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Types of LRP Assistance	Description	LRIP Assistance provided	Beneficiary
Management training	management of financial resources • Setting Financial Goals • Organizing Finances		
Alternative site to continue business/farming operations	Assistance to identify and secure replacement business operating sites or replacement farming land using their compensation		
Assistance for loan:	Pondo sa Pagbabago at Pag-asenso • Soft loans ranging from P5,000-P200,000 depending on the size of the business and the enterprise's ability to pay. Livelihood Seeding Program • PhP5,000 worth of goods sari-sari store, bigasan (rice store), rug making, etc. Loan Assistance Program for Small and Medium businesses • P5,000 per beneficiary Loan assistance for farmers • P10,000-P15,000 per farmer	Not yet started	
Vocational training enterprise	Various Skills training	a. Livelihood Caravan, Perfume Training b. Beauty Care Skills Training c. Training on dishwashing liquid soap and perfume and the making of doughnuts and empanadas d. 20 mountain bikes for potential Foodpanda partners e. Orientation on masonry and carpentry.	a. 27 APs in Binan b. 4 APs in Sta Rosa c. d. 20 APs e. 12 APs
Entrepreneurial Training	DOLE Integrated Livelihood Program (DILP) or Kabuhayan Program	APs has been endorsed for DOLEILP	
Provision of Starter Kits	Livelihood package and tools for to restart their		• 51 APs received their starter kits

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Types of LRP Assistance	Description	LRIP Assistance provided	Beneficiary
	micro-business		
Job matching with project related employment	Current skills to match with project requirement	a. 55 APs endorsed for project-related work to contractors b. 30 APs endorsed to DSWD TUPAD program	8 APs eventually hired
Re-establishment of micro- enterprise at resettlement site	Additional training and provision of Negokart	Cash Assistance for affected trolley drivers	25 trolley driver APs

5.3.2.2 Monitoring Indicators

The monitoring indicators provided below will be used as framework to assess the progress and compliance on the LRIP. This will determine the performance of the intervention against the targets and timing of accomplishments. As of this reporting, preparation for the Livelihood Restoration measures is on-going.

Table 5-8: Monitoring Indicators SCRP

	Vocational Training			Assistance to Secure Soft Loan			Job Matching		
Area	**Eligible APs**	**APs who Completed**	**APs provided with Starter Kits**	**Eligible APs**	**APs who Availed**	**%**	**Eligible APs**	**APs Employed (Project-related)**	**%**
Manila PO	178			178			497		
Manila 2	1,922			1,922			2,009		
Makati	336		9	336			1,508		
Taguig	1,323			1,323			2,731		
Parañaque	197		2	197			531		
Muntinlupa	1,212			1,212			3,906	1	
San Pedro	437			437			880		
Biñan	1,439	27	1	1,439			3,077	8	
Sta. Rosa	399	6		399			835		
Cabuyao	204	14	1	204			606		
Calamba	1,475	5	16	1,475			2,700		
Banlic (Calamba)	323	47	22	323			351		
TOTAL	**9,445**			**9,445**			**19,631**		

Output Indicators:

The output indicators are established to evaluate the outcomes or results of the LRIP. This will be undertaken during the performance evaluation period towards the end of monitoring period.

- Income**:** Household incomes restored to pre-displacement levels may be used to determine this)
- Business**:** Successful reestablishment of business / establishment of new business
- Jobs / employability**:** Continued employment in same business / involvement in same livelihood activity at pre-displacement levels

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- Satisfaction of PAPs of the livelihood restoration program (including perception of outcome of interventions)
- Average time between displacement impact and delivery of livelihood restoration program

5.3.2.3 Project Conducted Activities

As of this reporting, the following activities were conducted relative to the LRIP implementation:

- Presentation of the results of TNA/SES. Additional TNA/SES for trolley drivers affected by the PNR track removal.
- Training of TESDA in Brgy Banlic on production of dishwashing liquid, soap making, perfume making and pastry making.
- Partnership with Foodpanda for the distribution of Mountain Bike units.
- Carpentry and masonry training by St. Peregrine Institute.
- Cash Assistance for affected trolley drivers (from LGU Calamba).

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5.4 Grievance Redress Mechanism Monitoring

5.4.1 Scope of Work

The Scope of Work for the GRM covers the following: -

- Review the effectiveness of the Grievance Redress Mechanism (GRM), its accessibility and its responsiveness to resolving complaints.

- Review of the effectiveness of the GRM and the status of grievance resolution. This will include interviews with the Project Management Office (PMO) and organizations responsible for GRM implementation, reviewing GRM documentation, and gathering information from interviews with PAPs on accessibility and effectiveness of the GRM.

- Review of the effectiveness of the consultation process conducted during project preparation and implementation. The EMA will review the meaningful consultations conducted with the PAPs and review the completeness and timeliness of information provided and whether the process was inclusive or not. The EMA will also review the consultation process for determining housing and livelihood options including whether PAPs had adequate opportunity to present their ideas and suggestions.

The RAP Monitoring Indicators are listed below:

- No. of APs that have used the Local Help Desks
- Knowledge of APs about the GRM including the Local Help Desks is timely and consistent.
- GRM accessible and being used by the APs.
- Information on the types of grievance and their resolution available
- Timing of grievances redressed as per schedule.
- Proper communication on GRM decisions to APs implemented.
- Trained Grievance Officers effective in delivery of services
- Different GRM channels (PIAC, RIMC, LIAC) effective in resolving issues and concerns

5.4.2 Grievance Redress Mechanism (GRM) Monitoring

This external monitoring report covers the 3rd Semi-Annual External Monitoring Report (2nd Half of 2023) for the SCRP segment. A review of the Social Monitoring Report from July to December 2023 South Commuter Railway Project was undertaken, The RAPs for Landowners, Non-Landowners, and Non-Resident Business Owners of the NSCR Project-Calamba Extension Manila 2 (Blumentritt-Paco Section) and for NSCR Project-Calamba Extension (Makati-Buli Section), were used as reference documents. Likewise, the RAP for Landowners, Non-Resident Business Owners, and Farm Operators for the NSCR Project Muntinlupa-Calamba Section was also used as reference.

5.4.3 Status of the GRM

The Central GRM Team of the PMO continued to provide services in receiving complaints through the central hotline and mobile help desks. As of December 2023, The Central GRM Team consists of one GRM Team Leader, two SC Central GR Officers, two N2 Central GR. Additional staff is proposed to augment the Central GRM Team.

The DOTr launched an electronic grievance redress mechanism (eGRM) in collaboration with the ADB on September 14, 2022. Through eGRM, complaints sent through online grievance forms and SMS will be automatically entered into the database. The APs will be able to directly send grievances and concerns to the Central DOTr grievance officers and can be responded to through the same portal. Since there are new features on the eGRM and Website, orientation training has been conducted to update the local GR Officers on the changes. The operation of the local help desks has been deemed

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outdated with the introduction of electronic GRM.

GRM IEC materials such as posters, brochures and pamphlets developed by the DOTr Central GRM Team were distributed to affected LGUs and were made available at the Municipal/City Halls and/or affected barangays.

Table 5-9: Status of RAP-related Grievance

	Received			Resolved		
	Land and Structure Acquisition	Relocation and Resettlement	Livelihood and Employment	Land and Structure Acquisition	Relocation and Resettlement	Livelihood and Employment
Manila (Blumentritt)	3			3		
Makati		3			3	
Taguig		4			4	
Paranaque						
Pasay						
Muntinlupa	2	10		2	10	
San Pedro	2	4		2	4	
Binan	1	1		1	1	
Sta. Rosa		1			1	
Cabuyao		4			4	
Calamba	8		2	8		2
Total	16	27	2	16	27	2

Source of Basic Data: Social Monitoring Report. July-December 2023

5.4.4 GRM Levels

The GRM has three levels, namely:

1st Level–Help Desk/Grievance Desk/eGRM

2nd Level–2A- Project Management Office level

2B-RAP Implementation and Management Committee (RIMC)/Local Inter-Agency Committee (LIAC)

2C- Project Inter-agency Committee (PIAC)

PIAC. The PIAC is yet to be reconvened by the DOTr. Due to the transition in key positions within the DOTr and other concerned national agencies, it was difficult to gather the Committee members. Meanwhile, the DOTr continues to hold online coordination meetings with key shelter agencies (KSAs) and other national agencies (NGAs) involved in the implementation of the RAP.

RIMC. The majority of the LGUs have newly elected Mayors and local officials as a result of the last elections. The RIMC MOA has to be revised to reflect change in signatories only and with no major changes in the content of the MOA. All the Memorandum of Agreement (MOA) on the creation of the RIMC is currently on-going review.

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LIAC. All LGUs have completed the creation of the LIAC. Several LIAC meetings were held from July to Decembers 2023:

Table 5-10: LIAC Meetings Conducted from July to December 2023

DATE	ACTIVITY
July 2023	• San Pedro LIAC meeting • Sta Rosa LIAC meeting • Cabuyao LIAC meeting • Muntinlupa LIAC Meeting
August 2023	• Paranaque Special LIAC meeting • Taguig LIAC Meeting • Cabuyao LIAC meeting • Binan LIAC meeting
October 2023	• San Pedro LIAC meeting • Muntinlupa LIAC meeting
November 2023	• Muntinlupa LIAC meeting/Community Assembly • San Pedro LIAC meeting • Cabuyao LIAC meeting
December 2023	• San Pedro LIAC General Community Assembly • Cabuyao LIAC Meeting

Source of Basic Data: Social Monitoring Report. July-December 2023

5.5 Consultation and Participation Monitoring

The Stakeholder Consultation Meetings (SCM) were already held during the Feasibility Study (FS) and Detailed Design (DD) phases. Three rounds of SCMs were conducted during the FS phase and two rounds during the DD phase.

All movement restrictions have been generally lifted, and health standard protocols should be observed. The opportunities for more face-to-face meetings increased. The DOTr conducted a series of online and face-to-face meetings with the LGUs and partner agencies. A series of small group meetings were also held per LGU to update them on the latest project timeline and relocation/housing concerns. The small group face-to-face meetings provided intimate open forums including the distribution of Project Information Brochures (PIBs) with attached feedback forms from the APs. Follow-up calls to some community leaders and APs were also conducted.

In September 2023, it was proposed that the South Savana Homes in Naic, Cavite and Golden Sunrise in Malainen Bago, also in Naic, Cavite be considered as relocation site for the affected NCR households. Due diligence and data collection activities are on-going for the proposed relocation site.

The DOTr continuously conducted public consultations using three available options, as follows: on-site classroom, on-site open area, and online meetings.

The Beneficiary Selection Arbitration and Awards Committee (BSAAC) deliberation activities for all LGUs are ongoing. Regular Key Shelter Agency (KSA) coordination meetings are held to discuss the NHA prequalification results, BSAAC deliberation activities, site selection status, thematic workshop with receiving LGUs, LRIP workshop, social preparation activities and other issues and concerns for due diligence activities related to the master list finalization. The following were different consultation activities held from July to December 2023:

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Table 5-11: Consultation Activities Undertaken from July to December 2023

Date	Particular
July 2023	• Community job caravan (Binan)
August 2023	• General Community Assembly (San Pedro) • Community dialogue regarding Trolley Drivers and Homeowners Association (HOA) issues (Binan) • Community Assembly (Sta Rosa) • Coordination meeting with HOA and Barangay and Site Inspection in relocation site (Calamba)
September 2023	• Dialogue with Apolega Ville HOA (Calamba) • General Community Assembly (Binan)
November 2023	• Community Assembly for Discussion of Rental Subsidy and Other Entitlements (Calamba) • Conduct of 2nd Community Assembly and PIB Survey (Muntinlupa) • Conduct Community Dialogue with the APs in Depot Area (Calamba)
December 2023	• Community Assembly (Muntinlupa) • General Community Assembly (San Pedro)

Source of Basic Data: Social Monitoring Report. July-December 2023

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5.6 Issues, Concerns and Recommendations

Concern Area	Issues	Recommendation
Resettlement	• For the Depot area, the land use conversion approval is still pending. • There is initial apprehension on the switch from row housing to low/medium rise building as relocation site. • With Carissa Homes no longer considered as a viable relocation site, there is a need for the selection, vetting and approval of a new site for NCR APs for relocation.	• Close coordination with the concerned agency to expedite the land use conversion to avoid further delays.
Benefits and Entitlement	• Some lots affected in Taguig LGU are covered by Proclamation 124 and the landowner-claimants are holding Certificates of Eligibility for Lot Awards (CELA) which is not considered equivalent to a Transfer Certificate of Title (TCT). Some landowner-claimants have failed to convert this CELA into a TCT by applying through the appropriate government agency. • There is also delay among APs in securing and submitting the necessary documents for the validation. • There is also insufficient RAP personnel that can handle APs concerns on documents, requirements, and status.	• Close coordination with DENR on the resolution of the lots covered under Proclamation 124. • Provision of additional personnel to handle APs concerns.
Livelihood and Income Restoration Program	• Limited implementation of other LRIP programs (Soft Loan, vocational training) • Limited number of APs hired in project-related jobs (i.e., only 8 of the 55 endorsed.).	• Provide a more IEC on the available LRIP and the process/requirements for the APs to avail if the Program.

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